

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION: Office Technician (Typing)	WORKING TITLE: Office Technician (Typing)
NAME OF INCUMBENT:	POSITION NUMBER: 280-303-1139-xxx
SECTION/UNIT:	SUPERVISOR'S NAME: Jason Yee
DIVISION: Legal Office	SUPERVISOR'S CLASSIFICATION: Legal Support Supervisor
BRANCH: Directorate	REVISION DATE: 9/17/2024
Duties Based on: ☒ Full Time ☐ Part Time – Fraction _____ ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: ☐ Conflict of Interest Filing (Form 700) Required ☐ May be Required to Work in Multiple Locations ☐ Requires DMV Pull Notice ☐ Travel May be Required ☐ Call Center/Counter Environment ☒ Requires Fingerprinting & Background Check ☐ Bilingual Fluency (<i>specify below in Description</i>) ☐ Other (<i>specify below in Description</i>)	
Description of Position Requirements (<i>e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.</i>):	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Under the general direction of the Legal Support Supervisor, the Office Technician (Typing) performs the most difficult and advanced general clerical support for the branch. Responsibilities include, but are not limited to, answering phone calls, receiving/delivering daily mail, using equipment to copy or fax documents for staff members, maintaining calendars for Legal Office staff and work deadlines, and reviewing and submitting staff timesheets to Human Resource Services Division (HRSD), among other administrative support services. The incumbent must be able to work with a team; demonstrate a high degree of initiative, professionalism, tact, discretion, and knowledge of office policies and procedures; possess strong communication skills; have the ability to multitask; and work well under pressure while meeting short deadlines. The incumbent has familiarity with Word, Excel, Outlook, and Adobe. Requires some lifting not to exceed 20 lbs. Requires some prolonged standing time when copying or faxing legal documents more than 100 pages.	
Percentage of Duties	Essential Functions
35%	Provide office support such as scheduling appointments, researching background material, and procedures for the division. Prepares, edits, and proofreads memos, letters, forms, and other documents utilizing computer software to ensure they are grammatically correct. Keeps current with office software, such as: Microsoft Word,

	Excel, and Outlook. Using computer software, assemble materials for meetings, presentations, distribution, or reference. Process incoming and outgoing mail, ensuring daily incoming mail is sorted and delivered to appropriate staff or units within the organization, and outgoing mail is processed daily. Scan incoming subpoenas, authorizations, and miscellaneous documents to the appropriate legal staff. Fax EDD forms to customers, their representatives, other state and federal agencies, etc. Operate a variety of office equipment to complete assigned duties.
25%	Answer incoming telephone calls, provide information to callers, take messages, schedule appointments, transfer calls, and greet visitors in the building lobby. Provide information on EDD resources, procedures, and confidentiality laws when identifying solutions applicable to a consumer's specific inquiry or situation. Gather information from customers to research for answers or solutions to a variety of inquiries or situations. Coordinate multi-party conference phone calls and set up video conference calls for legal staff members.
15%	Update and maintain office contact lists, submit equipment or software requests via EDD Service Portal, and file all incoming correspondence/documents to the appropriate locations in the office. Using a computer database, create case relevant reports, as well as other relevant administrative reports, and send electronically to the appropriate personnel. Maintain confidential and administrative files, tax files, various manuals, and logs. Takes notes during meetings and trainings and distributes the information to Legal Office staff.
10%	Assist staff members with completing various EDD forms for submission to Human Resources. Serve as the Attendance Clerk; including duties such as, reviewing and submitting staff timesheets within deadlines, serve as the primary contact for questions from staff regarding the Enterprise Timesheet Reporting (ETR) database, submit timesheet corrections, track and log staff leave requests using the Microsoft Outlook calendar, obtain and distribute monthly Employee Leave Balance reports, monthly time sheets, monthly docket reports, and other documents. Maintain and update yearly CalOSHA forms and provide evacuation procedures to all office staff. Make travel arrangements and prepare travel expense claims as necessary.
10%	Conduct inventory audits and process supply orders on a routine basis to maintain adequate office supplies (e.g., general office supplies, paper, printer toner) and equipment, in accordance with Division protocols. Maintain and operate all office equipment (copy machine, network printers, scanner, etc.). Provide assistance and training to office staff regarding the office equipment. Serve as the single point of contact for annual EDD programs such as the State Employee's Food Drive and the Our Promise Campaign. Serve as a primary CalATERS liaison by working with Accounting staff regarding site accessibility issues and CalATERS maintenance.
Percentage of Duties	Marginal Functions
5%	Other duties as assigned.

Civil Service Classification
Office Technician (Typing)

Position Number
280-303-1139-xxx

4. WORK ENVIRONMENT (Choose all that apply)

Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 66%
Walking: Occasionally - activity occurs < 33%	Temperature: Temperature Controlled Office Environment
Lighting: Artificial Lighting	Pushing/Pulling: Occasionally - activity occurs < 33%
Lifting: Occasionally - activity occurs < 33%	Bending/Stooping: Occasionally - activity occurs < 33%
Other: <i>Requires some lifting not to exceed 20 lbs. Requires some prolonged standing time when copying or faxing legal documents more than 100 pages.</i>	

Type of environment:

☒ High Rise ☒ Cubicle ☐ Warehouse ☐ Outdoors ☐ Other:

Interaction with customers:

☐ Required to work in the lobby ☐ Required to work at a public counter
☒ Required to assist customers on the phone ☐ Required to assist customers in person ☐ Other:

5. SUPERVISION

Supervision Exercised:

6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name:

Employee's Signature:

Date:

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name:

Supervisor's Signature:

Date:

7. HRSD USE ONLY

Classification and Pay Unit (CPU) Approval

☒ Duties meet class specification and allocation guidelines.	CPU Analyst initials	Date approved
☐ Exceptional allocation, 625 on file.	dmg	9/30/2024

Reasonable Accommodation Unit use ONLY (completed after appointment, if needed)

If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division (HRSD), Reasonable Accommodation Coordinator.

List any Reasonable Accommodations made:

Civil Service Classification

Office Technician (Typing)

Position Number

280-303-1139-xxx

Supervisor: After signatures are obtained, make 2 copies:

- Send a copy to HRSD (via your Attendance Clerk) to file in the employee's Official Personnel File (OPF)
- Provide a copy to the employee
- File original in the supervisor's drop file

☐ Current
☒ Proposed

POSITION STATEMENT

1. POSITION INFORMATION	
CIVIL SERVICE CLASSIFICATION:	WORKING TITLE:
Office Assistant (Typing)	Office Assistant (Typing)
NAME OF INCUMBENT:	POSITION NUMBER:
	280-303-1379-xxx
SECTION/UNIT:	SUPERVISOR'S NAME:
	Jason Yee
DIVISION:	SUPERVISOR'S CLASSIFICATION:
Legal Office	Legal Support Supervisor
BRANCH:	REVISION DATE:
Directorate	9/17/2024
Duties Based on: ☒ Full Time ☐ Part Time – Fraction _____ ☐ Temporary – _____ hours	
2. REQUIREMENTS OF POSITION	
Check all that apply: ☐ Conflict of Interest Filing (Form 700) Required ☐ May be Required to Work in Multiple Locations ☐ Requires DMV Pull Notice ☐ Travel May be Required ☐ Call Center/Counter Environment ☒ Requires Fingerprinting & Background Check ☐ Bilingual Fluency (<i>specify below in Description</i>) ☐ Other (<i>specify below in Description</i>)	
Description of Position Requirements (<i>e.g., qualified Veteran, Class C driver's license, bilingual, frequent travel, graveyard/swing shift, etc.</i>): 	
3. DUTIES AND RESPONSIBILITIES OF POSITION	
Summary Statement (Briefly describe the position's organizational setting and major functions): Working under close supervision of the Legal Support Supervisor, the Office Assistant (Typing) performs a variety of general clerical support duties that become routine, shortly after the initial training period; and/or learns to perform a variety of full journey level general clerical duties supporting the Legal Office staff, including, but not limited to: answering phone calls, receiving/delivering daily mail, using equipment to copy or fax documents for staff members, scanning sensitive documents, maintaining calendars, meeting work deadlines, among other services. The incumbent must also be able to work with a team; demonstrate initiative, professionalism, tact, and discretion; display strong communication skills; multitask; and adapt to various situations. Requires some lifting, not to exceed 20 lbs. Requires some prolonged standing time when copying or faxing legal documents more than 100 pages.	
Percentage of Duties	Essential Functions
25%	Process incoming and outgoing mail, ensuring daily incoming mail is sorted and delivered to appropriate staff or units within the organization and outgoing mail is

	processed daily. Under supervision, compile legal packages according to proper procedures and prepare for mailing.
25%	Assist with photocopying documents, sending and receiving faxes, such as EDD forms, to customers, their representatives, and other state and federal agencies. Scan documents into digital files and upload into corresponding legal database. Scan incoming subpoenas, authorizations, miscellaneous documents to the appropriate legal staff.
25%	Incumbent will be trained to operate a variety of office equipment to complete assigned duties. Keeps current with office software, such as: Microsoft Word, Excel, Outlook, and Adobe. Using computer software, assemble materials for meetings, presentations, distribution, or reference. Answer incoming telephone calls, provide information to callers, take messages, schedule appointments, transfer calls, and greet visitors in the building lobby. Coordinate multi-party conference phone calls and set up video conference calls for legal staff members.
10%	Move boxed files from various locations to a central location. Assists Legal office staff with filing a variety of closed records, such as court case request files, into office filing cabinets. Purge documents according to Legal Office retention guidelines.
10%	Assists with inventory audits and supply orders on a routine basis to maintain adequate office supplies (e.g., general office supplies, paper, printer toner) and equipment, in accordance with Division protocols. Maintain and operate all office equipment (copy machine, network printers, scanner, etc.). Serve as the single point of contact for annual EDD programs such as the State Employee's Food Drive and the Our Promise Campaign.
Percentage of Duties	Marginal Functions
5%	Other duties as assigned.

4. WORK ENVIRONMENT *(Choose all that apply)*

Standing: Occasionally - activity occurs < 33%	Sitting: Frequently - activity occurs 33% to 66%
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5. SUPERVISION

Supervision Exercised:

6. SIGNATURES

Employee's Statement:

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of the Position Statement.

Employee's Name: *Click here to enter text.*

Employee's Signature:

Date:

Supervisor's Statement:

I have reviewed the duties and responsibilities of this position and have provided a copy of the Position Statement to the employee.

Supervisor's Name: Jason Yee

Supervisor's Signature:

Date:

7. HRSD USE ONLY

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☒ Duties meet class specification and allocation guidelines.

CPU Analyst initials

Date approved

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9/30/2024

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